

KnoxInfo@link

An Information Resource Centre for the Community

28th Annual Report - 2020



Knox Infolink Inc

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Proudly supported by Knox City Council

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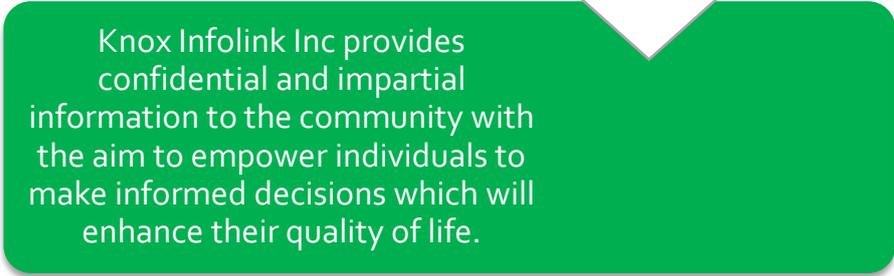
Knox Infolink Inc.

Services Provided:

- Information & referral
- Emergency assistance (food parcels, meat & chemist vouchers)
- Shower Program
- Mail Holding Services
- No Interest Loan Scheme (NILS) & Adds Up Program
- Knox Gives – Knox Community Welfare Fund
- Knox Community Christmas Support Program
- Tax Help (mid July-31st October)
- Connecting Kids to the Knox Community
- Telstra Assistance Program
- Access to Interpreting Service
- Fax service for unemployed people sending resumes to prospective employees



Mission Statement



Knox Infolink Inc provides confidential and impartial information to the community with the aim to empower individuals to make informed decisions which will enhance their quality of life.

Aims, goals and objectives

To ensure that groups and individuals have equal access to information about their rights, responsibilities and the services available in order:

That they may be independent and effective members of their community

To provide direct and indirect aid to the people of Knox and the surrounding areas who find themselves in need of assistance

To pursue donations and subscriptions from benefactors, benevolent societies and like organisations as a means of providing relief and services to people in the City of Knox

To distribute raised funds through Knox Community Welfare Fund to other welfare and community organisations providing benevolent relief to the people of Knox.

President's Report 2020

Let me commence this year's report by repeating the opening paragraph of last year's report.

"This has been an exceptionally pleasing year to be President of Knox Infolink. It has been a year of several parts, firstly a year of stabilisation. Our operational funding from Knox Council is set in place for four years and our material aid funding from CISVic is also assured for four years."

You would think that having experienced 76 years of life, having managed my own businesses, run businesses for other people, and worked overseas on several occasions that I would have learnt to temper my words.

No sooner had I made that statement along came CORONAVIRUS – COVID 19, and life as we knew it changed forever.

The first case of COVID 19 was recorded in Victoria on the 22nd of January and while we saw what was occurring overseas, some of us thought that it was just another "flu".

It soon became apparent that there was more to this than just a little flu, and the Government introduced measures aimed at reducing the spread of the virus.

Many agencies closed, and initially I thought this was an option to protect our staff and volunteers. However, the determination that was shown by Denise and Anne to remain open and continue to provide a service to our clients, convinced the Committee of Management to keep Infolink operating.

During the first weeks of government legislation, the rules to remain operational changed daily, there was a lack of clear direction, and without Denise and Anne's dedication, Infolink would have closed. The many hours that were worked by these two was incredible. Glenn and Carol Chou also chose to continue working to support Infolink and our clients. The amount of reporting and compliance that has been necessary to continue to remain open is staggering.

It took some time, but Infolink was granted "Essential Service" status, and once this was obtained it gave clarity to the day to day operations.

The way in which we provide our service has had to adapt and change to conform to the strict social distancing and COVIDSafe measures. This has meant limiting the number of people in the building at one time, and has made us review the way we interview and react with clients.

Due to the infectious nature of COVID 19 volunteers were given the opportunity to either continue volunteering or to step back to protect themselves and their families. We eagerly look forward to reconnecting with these folks when it is safe to do so.

The volunteers that chose to continue, either front line or behind the scenes, have maintained and even expanded the service to our clients. Great lengths have been undertaken to support, reach out to and maintain contact with all volunteers, and to keep them informed and up to date with all things Infolink.

We are extremely grateful for the amount of assistance, cooperation, donations and support we have received from the local member Jackson Taylor MP, Knox City Council, various community organisations and members of the public.

In closing I would like to thank everybody for their ongoing commitment and dedication in providing our service, and look forward to a swift end to this current situation.

Stay safe and look after each other.

Barry Battiscombe - President

Committee of Management

President	Barry Battiscombe	Secretary	Felicity Maddern
Treasurer	Shri Chitale	Staff Rep	Denise Budge
Members	Teresa Walker, Karen Bevan, Brian Elliott, Heather McTaggart, Mike Lehmann	Knox Council Representative	Deb Robert

Thank You to the Committee of Management for your ongoing support of the Knox Infolink Team. Your trust, guidance and support has been invaluable, in particular, your belief in the leadership to pivot and manage change on an almost daily basis during March to June 2020.



Acknowledgements

We would like to make special mention of the outstanding support we have received throughout the year from the following:

Peak Body

Community Information and Support Victoria (CISVic)

Funding Bodies

Knox City Council

Department of Social Services

Network Affiliations

Community Houses Association of Outer Eastern Suburbs (CHAOS)	Eastern Access Community Health (EACH)
Foodbank	Second Bite
Bridges Connecting Communities	Eastern Emergency Relief Network
Knox Emergency Relief Network	Australia Taxation Office – Tax Help
Knox Communities that Care	PLEDGE – People Linking to Embrace and Develop Gender Equality
Give Now	Good Shepherd Microfinance
Victorian Council of Social Services (VCOSS)	Department of Health & Human Services (DHHS)



Community Contributions

Vic Relief Foodbank	Dandenong	Ringwood Court Fund	Ringwood
Knit One Give One (Kogo)	Caulfield	Lutheran Church	Knoxfield
Aussie Disposals	Boronia	Wandin Valley Farms	Wandin
Storage King	Knoxfield	Country Women's Association	Boronia
St Paul's Anglican Church	Boronia	The Basin Community House	The Basin
Country Women's Association	Boronia	Stitches n Bitches	Rowville
Rotary Club	Boronia	Rowville Lions Club	Rowville
Rotary Club	Knox	Church of Christ	Boronia
Knox Opportunity Shop	Bayswater	Wantirna Lions	Wantirna
St Stephen's Anglican Church	Bayswater	Boronia Residential Aged Care	Boronia
Boronia Rd Uniting Church	Boronia	Wantirna Community Pharmacy	Wantirna
Waverley Country Club Village	Rowville	Rowville Cake Decorators	Rowville
Pinchapoo	Bayswater Nth	Share the Dignity	Brunswick
Coonara Community House	Ferntree Gully	M & M Dance Supplies	Templestowe
		Numerous individuals and small businesses – too many to mention	



Thank You

Manager's Report

The words that come to mind to describe Knox Infolink's 28th year of operation go something like this. Optimism, vision, pride, achievements, soon to be replaced with fear, confusion, change and exhaustion. When I reflect on my report for the previous year, I finished with the cliché – 'Looking forward to what 2019/20 will hold for us'. Never would we have anticipated the devastation of a pandemic that hit the world in early 2020 with the full realization of the impact hitting Australia in March of 2020. It would be easy to focus just on the negatives of this year, but we had 7 months of operation that was exciting and innovative and I will try to provide a balanced report on the whole of 2019/20.

Our funded projects achieved some outstanding milestones this year which will be covered in more detail in each individual project's Report. But I would like to take this opportunity to formally acknowledge the outstanding work and achievements of each of these Project Workers.

Projects:

The **Knox Community Christmas Support (KCCS)** project led by **Wayne Guest**, Project Coordinator, had another outstanding year of fundraising, bringing new corporate businesses on board and connecting with more than 150 local businesses for both monetary, food and gift donation support. This allowed us to expand the content of the food hampers to include meat vouchers for the first time. Wayne was assisted by the enthusiastic and vibrant Community Services student, Natasha Spiteri, and Lynette Bambury providing exceptional administration support. Congratulations KCCS team on your great achievements.

The **Connecting Kids to the Knox Community** ably led by **Nikki Maddern**, assisted a growing number of children to participate in activities they would never normally get the opportunity to do. The reputation of the project was spreading to other Councils, all wanting to duplicate the successful project. CDF funding was secured for another year with the vision to produce and sell the project more broadly. In addition, The Knox Communities That Care team funded the project to expand its reach to redirect young people away from alcohol use. All this was achieved by one person, Nikki, working only 6 hours p.w. The respect, reputation and growth of this project rests entirely with the outstanding work of Nikki Maddern – thank you. The pandemic had a devastating impact on this project, but I will leave those details for Nikki to reflect on in her report.

The management of **The Knox Community Welfare Fund** was formally transferred to Knox Infolink in late 2018 from Knox Council. Our Project Worker, **Sheradon Carroll**, commenced with us in March 2019 securing a substantial Lord Mayors Fund Grant. Sheradon hit the ground running in the 2019/20 year, developing a professional presence along with a strong relationship with Knox Council, securing a place as a featured charity at the Knox Carols By Candlelight. She secured our first corporate sponsor of the project that we re-named to '**Knox Gives**'. We funded 5 local community projects and the future looked exciting and filled with opportunities to explore. Once again, all this was achieved in an 8-10 hour p.w. role. The pandemic had a huge impact on the economic health of the community and flowed on to impact 'Knox Gives', but Sheradon managed to pivot, reduce her hours, work from home and

stay connected and work independently throughout the pandemic. Thank you Sheradon for your outstanding effort and focus. Full details on the project can be found in the Knox Gives Report.

When you detail the small hours that each worker is employed for, it makes it even more impressive on how much is achieved. In 2018/19 we experienced a reduction of permanent staff hours down to 1.53 EFT. But during the 2019/20 year, when the pandemic hit and some additional DSS funding was made available to cover the additional COVID 19 expenses, combined with some Lord Mayor's funding, we were able to return to the previous 1.85 EFT funding level for the permanent staff. We operate with a very small staff team supported by an amazing team of 30+ volunteers.

Service Delivery:

Continuing to operate a 4 day p.w. service, we managed to have an increase of approximately 20% in total contacts providing emergency relief, support and referrals for the year from 11,165 in 2018/19 to 13,031 in 2019/20. This is an extraordinary effort considering our volunteer team reduced from 30+ to approximately 10 volunteers doing transport, food management, reception and intake and assessment when COVID hit in March. I will leave Anne to unpack further data in her Emergency Relief Report which will tell an interesting story about the changes that we needed to make.

It was evident, well before the pandemic that Knox Infolink was outgrowing their current space and discussion with council commenced in July about additional space options that could include a drop in centre for those that were isolated, the inclusion of the Orange Sky Laundry service and more food storage and office space. These discussions continued throughout 2019/20.

As if we didn't have enough change to deal with this year, at the Committee level, pre COVID, we decided to re-organise our Chart of Accounts in a more logical format. This was a huge job that Carol Chou, our bookkeeper worked on with the support of Shri Chitale our Treasurer, to develop a new Chart of Accounts while continuing to provide 6 hrs p.w. of bookkeeping support. Just to keep things interesting, the government introduced the Portable Long Service Leave Scheme – another big task for Carol. A huge thank you to Carol for her ongoing commitment and support.

Partnerships:

Knox Infolink continues to enjoy a very close working relationship with Knox Council and as a joint effort to raise awareness and collect donations for Homelessness Week in August, a very successful 'Can Homelessness' project was launched with Council collecting more than 3 ute loads of cans for the homeless that were donated to Knox Infolink for distribution to the community. This activity complimented our strong partnership with Uniting Harrison who provide a housing service 4 days p.w. from our office. Working closely with their housing workers to provide support and referrals to our mutual clients has proven to be extremely beneficial for our clients providing a truly wrap around service. We look forward to developing this relationship further and exploring other joint opportunities.

Our partnerships with other community agencies is strong, with [The Basin Community House](#) hosting the 'Longest Lunch' to not only showcase their beautiful new building, but to focus on the issues of homelessness with a 20 minute presentation from myself followed by a delicious lunch. This event was attended by 80+ people, raising a wonderful \$2,000 donation to Knox Infolink to spend on resources for those that were homeless.

Another demonstration of community partnerships was the successful pilot of the [Winter Sleepover](#) project hosted at St Paul's on Mondays and Wednesdays during August in partnership with [Foothills Community Care, Uniting, DRERS](#) and ourselves – providing winter shelter for those that are homeless. Apart from a rocky start with Building Code issues, the completion of the pilot set the foundations for a very successful and expanded Winter Sleepover project for July – September in 2020. Unfortunately the pandemic meant this was put on hold for 2020. But we are keen to pick up this exciting community partnership project when it is safe to proceed.

The support and respect from the local community of Knox Infolink never ceases to warm my heart to see there are so many people who do care in a world that seems to be so focused on self. This generosity is demonstrated in many ways with churches, organisations and individuals dropping off donations of food or making cash donations. **'Thank You'** never seems enough.

The [Wantirna Seventh Day Adventists](#) became aware that our freezer was on it's last legs and asked their congregation to assist us in the purchase of a new Freezer. Not only did they assist, but they raised enough funds to purchase us a new Freezer and a new commercial Fridge. **'Thank You'**.

Advocacy:

We are in a privileged position and have a responsibility to advocate for those who do not have a voice. This year we joined the CISVic Advocacy Working Group to formalize and give strength to our voice. We worked tirelessly raising awareness about 'School Costs', gathering data through surveys of clients, lobbying politicians that culminated in a Flash Mob at Fed Square and the launch of the 'School Costs' Report. We actively participated in the 'Raise the Rate Campaign' campaigning heavily during Poverty Week gathering signatures for a petition to be submitted to parliament to address the issue of the inadequacy of Centrelink benefits. I am proud to say that of all the petitions submitted, the Knox Infolink submission was read in parliament on December 2nd giving further weight to the issue.

To further support our advocacy, we actively participated in many networks including the Knox Safety, Health and Wellbeing Advisory Group, Knox Emergency Relief Network, Homelessness Solutions Forum, Boronia Stakeholders, Boronia Traders, Eastern Region CISVic, Caseworkers Network, Knox Communities That Care and the Sustainable Development Forum.



Advocacy comes in many forms, including a flash mob at Fed Square with my CISVic colleagues raising awareness for the 'School Costs' campaign.

Training:

Always looking to value add to the existing services we provide, we jumped at the opportunity to expand our specialist services with 3 volunteers trained as Energy Mentors, to assist clients understand and get the best outcomes from their utility providers. These mentors were supported by the broader team of staff and volunteers who completed an 'Energy Simplified' training session so that appropriate and effective referrals could be made to the Energy Mentors.

Training is critical to maintain a high level of service and building on the Energy Mentors, Energy Simplified, a full day session was held on Dealing with Difficult clients, Anne and I completed the Mental Health First Aid Training, and Glenn participated in Social Media training while I completed an Advanced Diploma in Community Sector Management. Unfortunately, our training schedule was cut short because of the pandemic but as we return to a COVID normal there will be a focus on training and new ways of participation. I congratulate everyone for their willingness to learn new skills and refresh knowledge which ensures Knox Infolink can maintain a high standard of service delivery.

COVID 19:

When you reflect on the achievements of 2019/20, the Knox Infolink team has done an outstanding job, but this report cannot overlook the huge impact that the pandemic has also had. By the end of February we were becoming aware of this thing called COVID 19 and in a few short weeks we were engulfed by it, throwing everything that we knew and trusted out, to be replaced by a high level of uncertainty, panic and confusion. There is no way I can express in writing the true impact of COVID, but for the sake of history I will try and explain the reasoning behind Knox Infolink working so hard to remain open providing a face to face service while scrambling to develop, enforce and operate in a COVIDSafe environment.

Panic buying hit the supermarkets, staples were impossible to buy and when you could, there were limits. We had a choice – we could close our service, move to a remote e-voucher only service, or maintain a food relief service, identified as an ‘essential service’ by the government that could remain open. We decided to continue with our food relief service, because as difficult as it was, we had a greater capacity to source food than our already vulnerable and disadvantaged clients. Our buying and sourcing capacity through Foodbank and Secondbite, meant that by providing food relief, our clients would have access to considerably more food than if we moved to e-vouchers and passed the purchasing burden on to them. We lost 80% of our volunteer team, we worked more hours than I care to mention, we faced unexpected challenges every single day, but we just pushed on, looking for solutions, rather than looking at why we couldn’t do things. In the 47 years of my working life, this has been the most challenging but at the same time gives me the greatest pride in our achievements. We remained open providing a holistic, caring and generous service throughout the pandemic that continued on well into late 2020.

Thank You:

I cannot single out the various supports that each individual person provided but a huge, heartfelt **‘thank you’** to [Anne Bowkett](#), Emergency Relief Coordinator and [Glenn Crombie](#), Information Coordinator. What a team effort to be proud of. You have supported me through uncertainty and enormous change with unwavering commitment to getting the job done. I could not ask for a better team.

But none of this could be achieved without the support of our amazing and dedicated [volunteer team](#). You stepped up to the plate and faced every challenge with us face on. **‘Thank You’**.

Equally, the support and confidence of the entire [Committee of Management](#) throughout this challenging year has helped steer us and keep us on track. Thank you for your individual guidance and support in so many ways. Finally, thank you for your strong Leadership and support, [Barry Battiscombe](#) as the President, supporting my role as Centre Manager.

Once again our sincere thanks goes to [Knox Council](#) for their ongoing financial support through their Partnership funding and all the personal, behind the scenes, support they provide to ensure Knox Infolink flourishes and grows. Special thanks to [Deb Robert](#) for her

invaluable liaison role. Thank you to the [Department of Social Services](#) for your ongoing core funding and your confidence in our ability to provide an accountable and relevant service. Thank you to [CISVic](#), our Peak Body for your guidance and support throughout.

One of the greatest costs of COVID has been the loss of connection with our volunteer team who put volunteering on hold due to heightened health risks. The mateship and fun experienced during the first 7 months of the year, the sound of laughter and chatter was replaced with a blanket of seriousness, concern, confusion and change for those working in the office. Our goal for 2020/21 as we learn what a new COVID normal will be, will be to bring the fun back into volunteering.

Thank you everyone for an incredible year of highs and lows. Let's look forward to 2020/21 being a year of re-connection, optimism and capacity to support our community out of COVID.

Denise Budge – Centre Manager

Client Welfare Checks:

During our 'lockdown' weeks, one of my duties as an Infolink volunteer was to ring all of our clients, have a chat, see how they were managing, and to reassure them we were still open, having been deemed an 'essential service'.

This became one of the most enjoyable jobs I have ever been given.

Everyone was so happy to hear Infolink was still open, and really touched that our agency was caring for them during this difficult time.

For people living alone our calls were sometimes their only contact with another person.

Reaching out to our clients in this way was a wonderful idea and so warmly received by everyone.

As one lady said, 'Just like a big hug over the phone'.

By Karen Bevan



Volunteers

Knox Infolink would like to thank the following volunteers for their generous contribution throughout the year those who come regularly and the those that come as needed:

Volunteer Community Information Workers & Administrative Assistants

Carol Faram	Robyn Brown	Lynette Bambery
Karen Bevan	Brian Elliott	Michele Lynch
Jenny Dempsey	Cherry Fuller	Julia Noble
Marianne Foenander	Pat Mawson	Genielle Phillips
Lesley Gotzmann	Pam Peterson	Brij Singh
Mike Lehmann	Teresa Walker	Nicky White
Brian Noble	Edna Sheekey	Julie Sebkova
Emma Bowkett	Shri Chitale	Mary Connell
Flo Sinclair	Ian Sinclair	Nicole Askham
Suzanne Hannigan	Julie Grimshaw	Tamsin Preston
Julia Noble		

Volunteers we have farewelled in 2020

Nikki White



No Interest Loan Volunteer Team

Carol Faram	Robyn Brown	Shri Chitale
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Volunteer Drivers



Tony Hayward	Jack McNamara
Mike Lehmann	Barry Battiscombe
Doug Faram	Wayne Guest

Tax Help Volunteer

Karen Nelsen



The Lighter Side of Volunteering:

Some years ago, on a dark and gloomy day, I was interviewing a gentleman born in Europe, for whom English was a second language.

We were chatting in our smallest interview room when an approaching storm made the room very dark. I excused myself and stood to turn on the light.



My client gasped and looked very shocked!

Thinking perhaps it was too bright for him I asked, 'Are you okay?'

'Oh' he replied, 'I very surprised. When we come in here I think you nice young lady, now you put light on, I see the truth !!!!!'

I couldn't stop laughing, much to his astonishment.



Story shared by Karen Bevan



Some of the volunteer team Receiving their certificates of thanks at our Volunteer Week lunch at the Boronia Progress Hall. Pizza and cake enjoyed by all.

Emergency Relief Program 2020

The challenges of meeting the ever-increasing needs of our clients and the vulnerable people in the community is becoming more complex each year. We continue to see clients presenting with a wide range of needs, many who have multiple complex situations, needing a lot of time, care and compassion. We are continually reviewing and developing our service, as we try meeting the changing needs of our clients.

Staff and volunteers attend ongoing training sessions to ensure that our clients are getting up to date relevant information and referral pathways. We are always trying to think outside the box to develop solutions to the gaps that we see when dealing with clients.

Some training topics include:

Energy Mentors Training

Ames – Asylum Seekers & refugees training

David Cherry “Dealing with Difficult people”

LGBTIA Inclusion Training CISVIC

Mental Health First Aid

Maroondah Council Winter Shelter Forum

Tenancy Training

Working with Interpreters Training

“Be the Ripple” Information on resources for clients with life limiting illness.

Ongoing in House Training and mentoring of new volunteers

Database Training

NILS training

A gap that we have identified is the need of transport for clients who need to attend Medical appointments and do not meet the criteria for the current services available such as Bridges or Ambulance Transport. As a temporary measure, we have sourced a limited number of CAB charge vouchers for clients who have no other options. Working on partnerships with other organisations for a permanent solution is a future goal.

We now have a number of trained Energy Mentors Karen, Mary and Anne, who are able to work one on one with clients to assess their energy needs and linking into hardship programs. Having these Energy Mentors onsite, along with the changes in the regulations for Energy Providers, has meant that accessing hardship teams and payment plans are easier than ever before. Clients will usually visit their Energy Mentor a couple of times before the process is complete.



As a way of assisting with the growing Homelessness issue, Knox Infolink became involved in the 2019 Launch of the Knox Winter Sleepover. Clients who had nowhere to sleep could join the program and get warm accommodation, dinner & breakfast at a local church. As this was a trial, the program ran two nights a week for the month of August and will hopefully be able to run 7 night's a week for the winter months in the future. We had a few guests stay during the trial period and will review and learn from the experience for the future.

Knox Council ran "Can Homelessness" awareness appeal and as a result Knox Infolink received a very large number of Cans suitable for those clients that are living rough. A great effort by all, we would like to thank all of the team for their support and the volunteers who collected and sorted the generous donations.

Recognising that washing and drying of clothes is an issue for those that live transient lives, we are working with Orange Sky to bring mobile washing and drying facilities to the Boronia area.

We conducted a client food survey to get feedback on the food assistance that we provide as we want to make the parcels as relevant as possible within our financial restraints. The overall feedback from clients was very positive with some minor changes to be implemented in the future. We are also reviewing the weight of the parcels, as we are aware that they can be hard to carry, especially for those using public transport.

Changes in laws around plastic bags has meant that we now encourage all of our clients to bring their own when collecting from the food table. We now purchase bags that comply.

And Then COVID19 hit!

The impact of COVID on our local community, Victoria, Australia and globally has been devastating. Overnight it seems our world has changed and we are working under restrictions and stresses we could not have imagined a few short months ago. The importance of the work we do at Knox Infolink was highlighted and the hard work began to keep us open during these unprecedented times.

Overnight we were put into lockdown and had restrictions placed that limited what we could do. In the first round of lockdown we lost 85% of our volunteer work force due to risks of age, health and social distancing requirements. The volunteers still able to work took on more shifts to fill the gaps, I congratulate them on a job well done in such challenging circumstances.

Panic buying meant that we no longer had access to a stable food sources for our clients. Our Woolworths online orders were stopped due to stock issues. We spent many long hours sourcing food to keep our food parcels full. At times we were anxious on how we would be able to continue to provide for those most in need if the situation didn't improve. Leon from Factory Foods Sales in Bayswater was a legend during these uncertain times assisting us with large purchases and assistance so that staff were not abused for purchasing bulk items.

The Australian Butchers in Boronia also assisted with meat trays during this time instead of our old voucher system. This way we were able to provide meat trays for clients without sending them out into the chaotic shopping scene of the time.



With the introduction of social distancing and hand sanitiser we reviewed and reorganised our entire office to comply with the directives from the Chief Medical Officer. Resulting in only being able to offer client interviews in two out of our three offices due to space.

Then the cleaning began, we introduced a new cleaning schedule to ensure that all touch points were cleaned regularly to decrease the risk of COVID19. We had a hard time sourcing appropriate cleaning supplies, hand sanitizer, disinfectant wipes, and it was mid-May before we were able to gain a good supply.

We continued to review the way we provided service to the community to support our firm commitment to stay open to the public in a face-to-face capacity for as long as we were able.

We went from a market style self-serve fruit and vegetable table to getting volunteers to pre-pack bags of fruit & vegetables available from reception.

We re-worked our interview forms and processes to decrease the time needed to complete an assessment while still maintaining a high standard of care and support. Volunteers behind the scenes pre-packed toiletries and other essential items so that they were ready for quick distribution.

Much work was undertaken on signage to ensure that potential clients were aware that we were open and ready to assist.

We commenced Welfare Checks on vulnerable clients to ensure that those that were high risk could still access assistance and support. CISVIC supplied COVID19 information sheets that we have been able to pass on to clients, providing support numbers and information of how to access emergency assistance.

During this time, we started advocating for some of the essentials services needed by those that were living rough, such as showers, telephones for housing support, regular food parcels and tailored homeless parcels, clothing and bedding.

The Knox Emergency Relief Network who would normally meet bi-monthly started weekly reporting and updates so that clients were supplied with updated hours and services that were accessible during these rapidly changing times.

The ATO started preparations for a Virtual Tax Help Program for 2020.

Many long hours went into COVID19 Infection Control training, and COVID19 compliance policies were developed and re-written constantly to keep up with the current arrangements.

We introduced the option of phone interviews, home delivery where needed and went beyond our normal service delivery to meet the needs of the community in these very difficult times.

During this time, we are very proud to say that we remained open as an essential service. It is a true testament to all of the staff and volunteers involved in Knox Infolink that we have been able to achieve this. It is a great team that can work through the challenges that we have faced in the past 6 months while continuing to provide a high level of service to those in need in the community. My thanks and appreciation go to my colleagues Denise and Glenn for their support during these times.

Knox Infolink with Denise Budge at the helm is in good hands as we navigate a COVID environment.

The Mail Holding Service continues to be useful for clients with no fixed address to be able to meet important Centrelink commitments and other appointments.

The Telstra Bill Assistance Program has assisted 28 clients with Telstra vouchers to the value of \$5150.00 and we have distributed \$690.00 in phone cards to 58 clients.

Myki Day Passes – 136 day passes were issued to clients allowing them to either attend appointments or access transport home. A 30% decrease from 2019 due COVID19 restrictions.

Knox Opportunity Shops - We continued in partnership with the Knox Op Shop who this year have provided 46 vouchers to clients for clothing and bedding. A 60% decrease due to COVID19 restrictions.

Second Bite Food Rescue Program continues to be a great source of nutrition as we receive in excess of 120KG of fruit and vegetables every week. Our drivers happily pick up from East Burwood once a week. From March 2020 we started to pre-packed the fruit & vegetables to decrease COVID19 risks, this change has been well received from clients.

Foodbank Victoria provides frozen meals, dairy products and non-perishable food on a regular basis and are especially helpful with our Christmas hampers. We acknowledge how hard this year has been for those providing food support and thank Foodbank for their ongoing support of Knox Infolink during the past year. Foodbank provided extra support for those affected by the 2020 Bush Fires and for those affected by COVID19, while they continued to offer our agency and many others, ongoing food support during these challenging times. We appreciated all of their hard work and dedication to the community.

Transport- Sincere thanks to our Drivers –Jack, Mike, Tony (&Basil), Peter and Barry for being so regularly available to transport goods from food depots – greatly appreciated. We could not access food from Foodbank or Second bite without them.

Local Churches and Community Groups- We depend on the generosity of local churches and community groups who continue to support us with grocery donations. We thank St Paul's Boronia, Community Church of Christ Boronia, St Stephens Bayswater, Bayswater and Knox Lutheran Church Knoxfield for their weekly donations.

Baker's Delight Wantirna – Our thanks and appreciation to Baker's Delight for their community spirit and generosity, providing bread on a weekly basis to our clients. The bread provided to clients makes a big difference.

The Australian Butcher's Store has been very cooperative in supplying quality meat to clients with the appropriate referral from us. The provision of meat vouchers has enabled us to give clients more nutritious food options when life is a struggle for them. 491 households were assisted with meat vouchers. Sergio and his team are always ready to assist.

Woolworth's Boronia - We are grateful to the online purchasing department for their ongoing assistance with our food orders, especially Joanne who assists with our larger orders. We understand with COVID19 and panic buying that there have been some supply issues and look forward to when this is back to normal.

Knit One Give One (KOGO) continue to support us with an amazing supply of knitted goods for clients and children during the year ...all greatly appreciated this winter.

Bitches and Stitches continue to support us on a regular basis with donations of handmade children's clothing and toiletry bags.

Share the Dignity - Provide us with an ongoing supply of feminine hygiene products.

Shower Program – With COVID19 highlighting the need for accessible showers for some of our clients, we developed a partnership with Knox Council, The Rowville Community Centre and Knox Transport Department. This partnership has meant that people without access to hot showers can now visit the showers on Mondays and Thursdays. Towels and toiletries are supplied and transport can be arranged if needed. For a new program it is working well. Thank you to all of the people involved who go out of their way to assist those in need in the community.

Eastern Emergency Relief Network is another great referral source for clients to be able to access furniture and white goods – This year due to COVID19 restrictions we were only able to assist 28 households with referrals for household items, a decrease of 41%. This is a resource we have greatly missed to during March – June 2020 period. We look forward to when we are able to again access material aid needs for our clients.

Tax Help Program Helen conducted 66 tax help interviews with clients during August – November 2020 and has been a welcomed new volunteer to Knox Infolink.

Community Information & Support Victoria (CISVic) – has been a great support to Knox Infolink during the past year, providing training, COVID19 Information, and advocacy for the Community Service Sector and the vulnerable groups in the community.

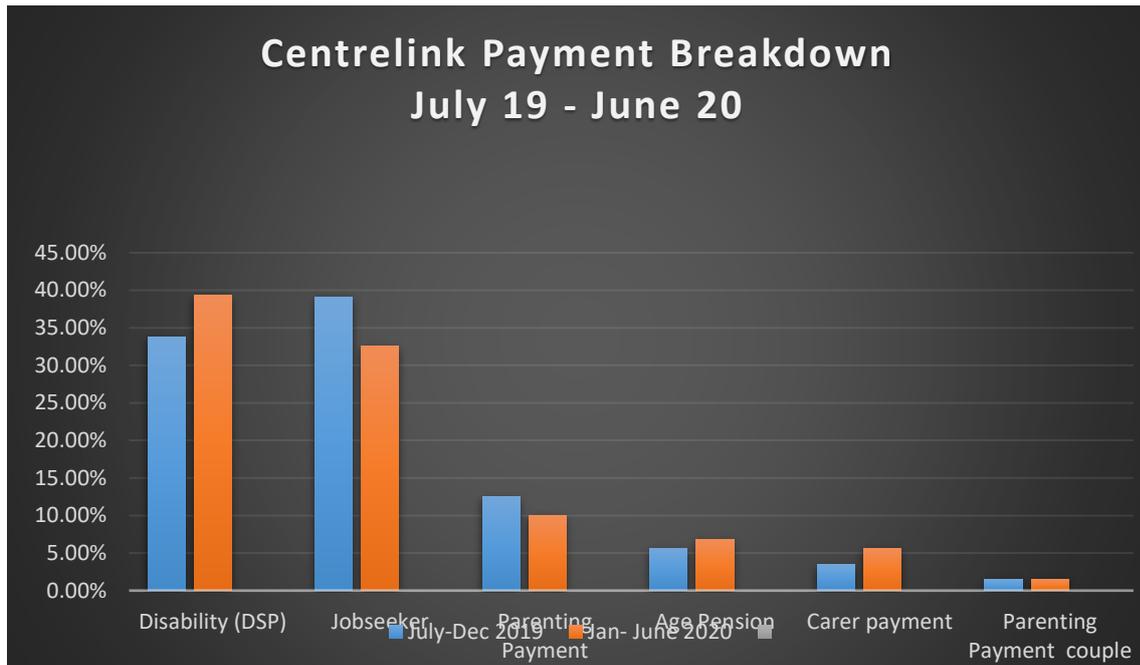
Anne Bowkett – Emergency Relief Coordinator

Statistical Data Reports 2020

The following graphs show the comparison between:

July – December 2019 and January – June 2020.

They give a visual view of how service has changed and how the client moved in the last year.



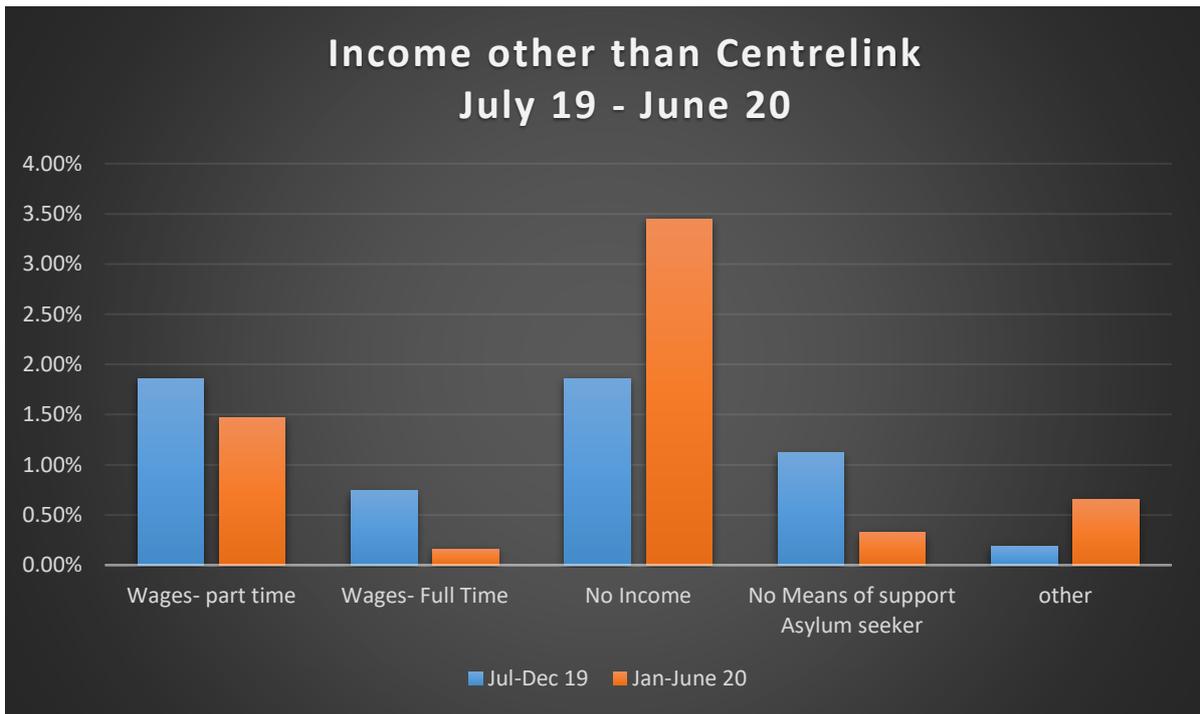
We saw a change of client demographics as newly unemployed clients started accessing the service. Our regular cohort of clients stayed away for a while in early 2020 as COVID19 raised health concerns and there was an increase in the Jobseeker payment as a temporary measure to assist those on benefits through the COVID 19 crisis.



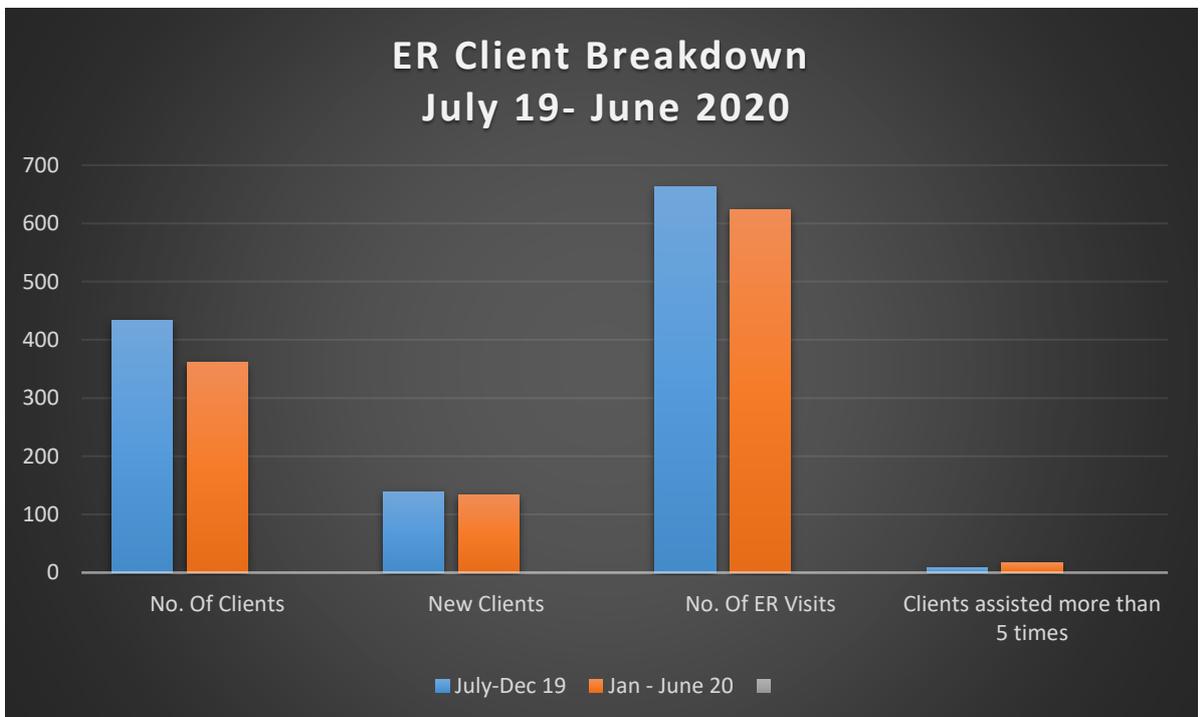
Leon from Bayswater Food Factory with Anne. The Food Factory has been an incredible support allowing us to purchase bulk food throughout the COVID 19 panic buying period. Thank you Food Factory 😊😊😊

Anne displaying the contents of our newly developed Snack Packs

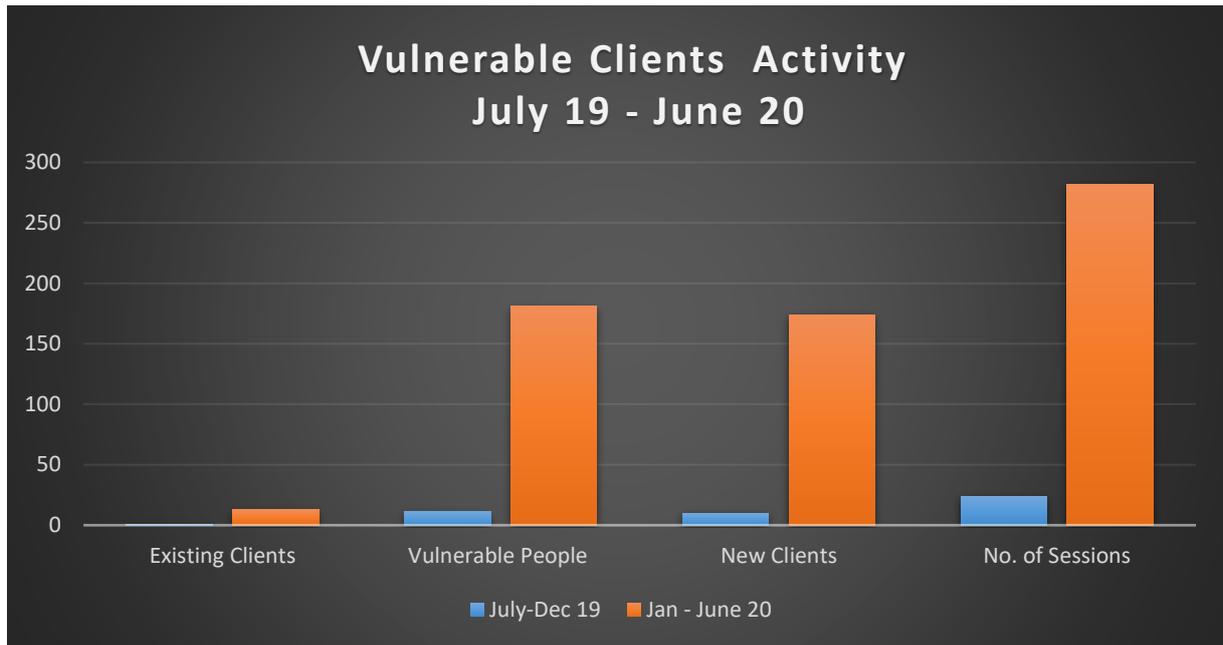




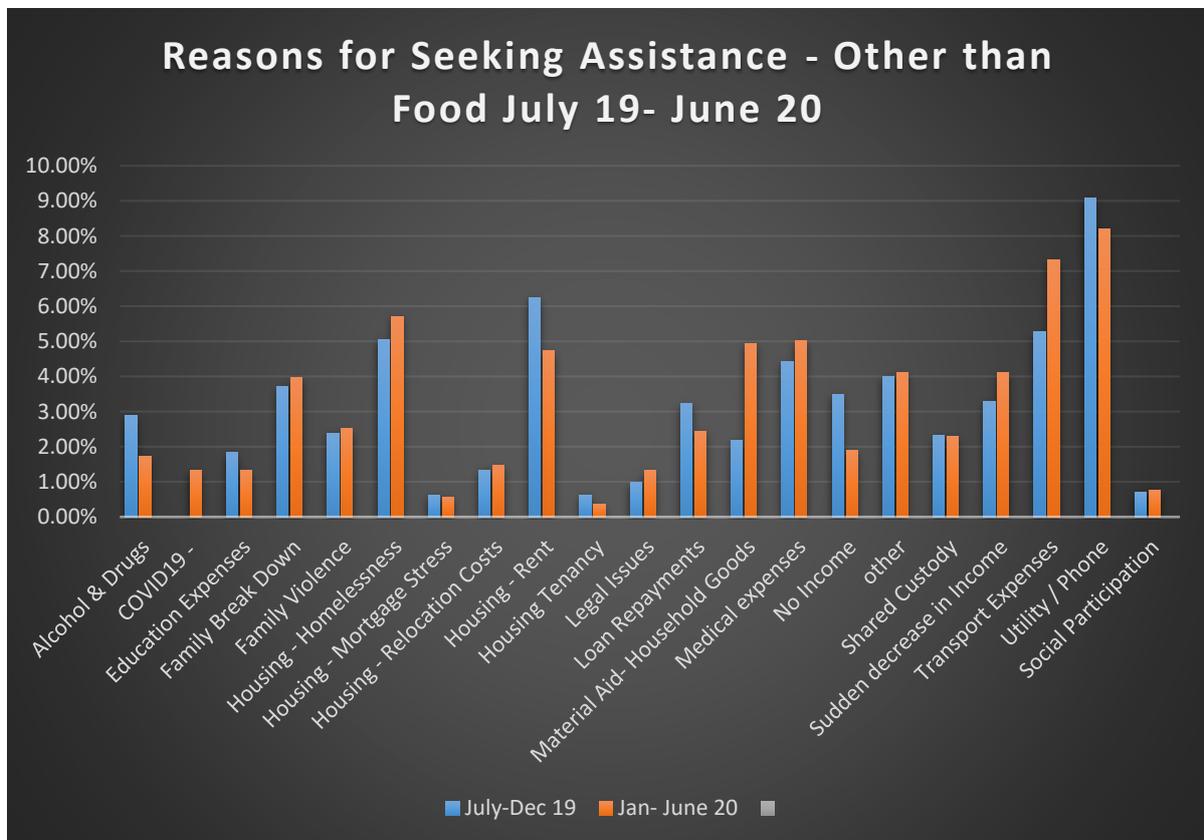
The number of clients with no income increased during this time, as many people’s jobs were lost or put on hold as restrictions were introduced. Accessing Centrelink during this time was extremely difficult, many having to wait for days or weeks just to get their applications started. Those with savings had to wait. Asylum Seekers could no longer work and unable to receive Centrelink and therefore had no income.



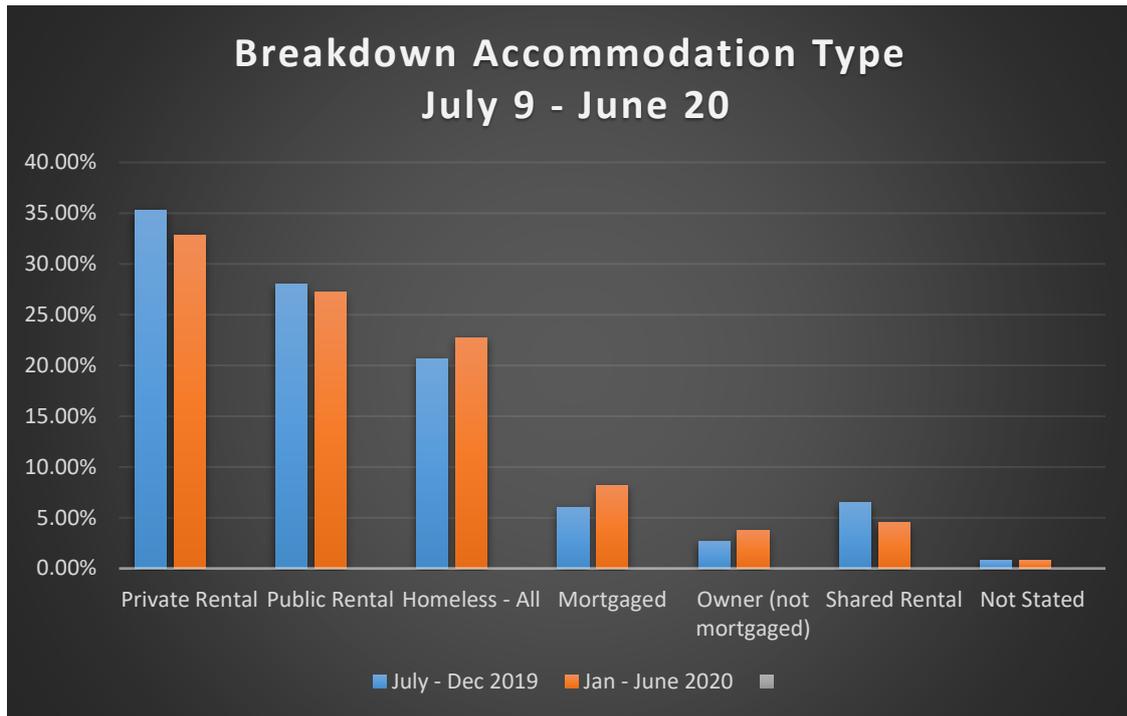
The number of clients seeking assistance more than once increased as shops stock decreased during early 2020 and food was hard to buy.



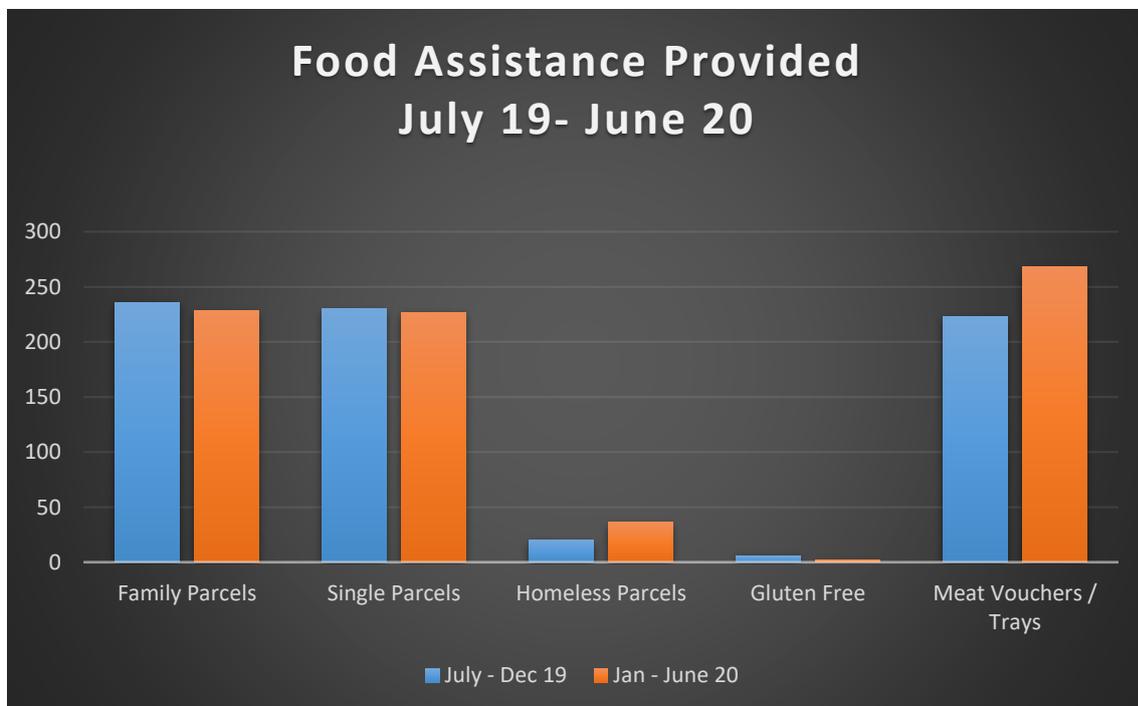
The impact that the introduction of Client Welfare Checks had on workload can be seen in the above graph. It was important during the early days of lockdown to maintain open communication with clients.



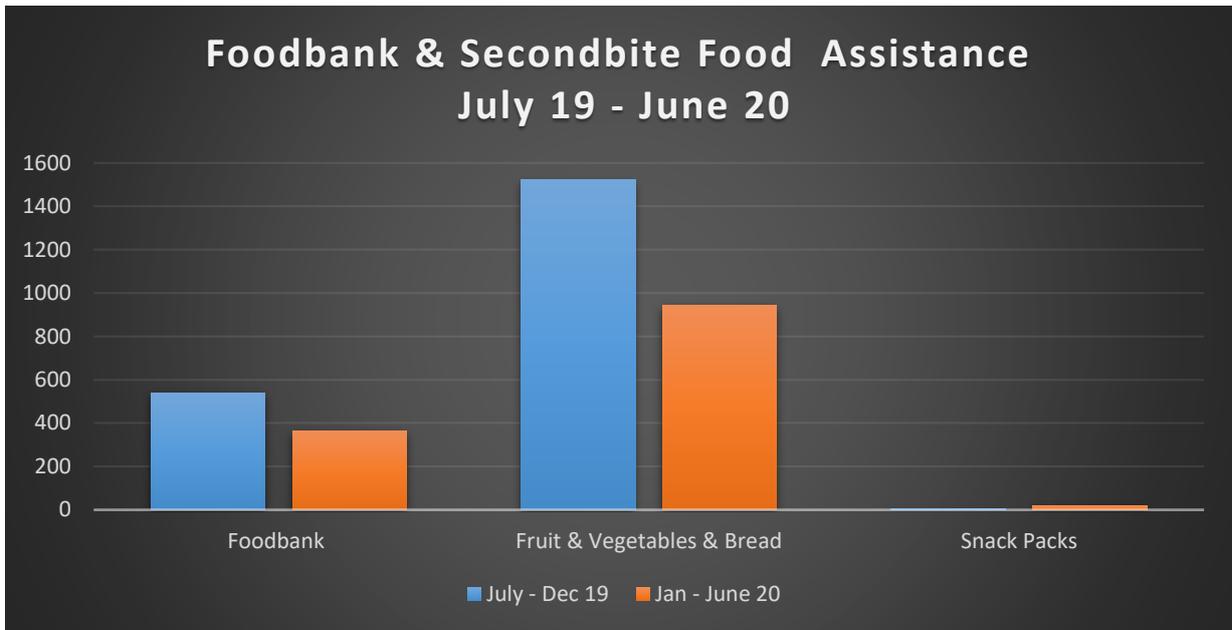
There are various reasons why clients need to access Emergency Relief services as you can see from the above graph.



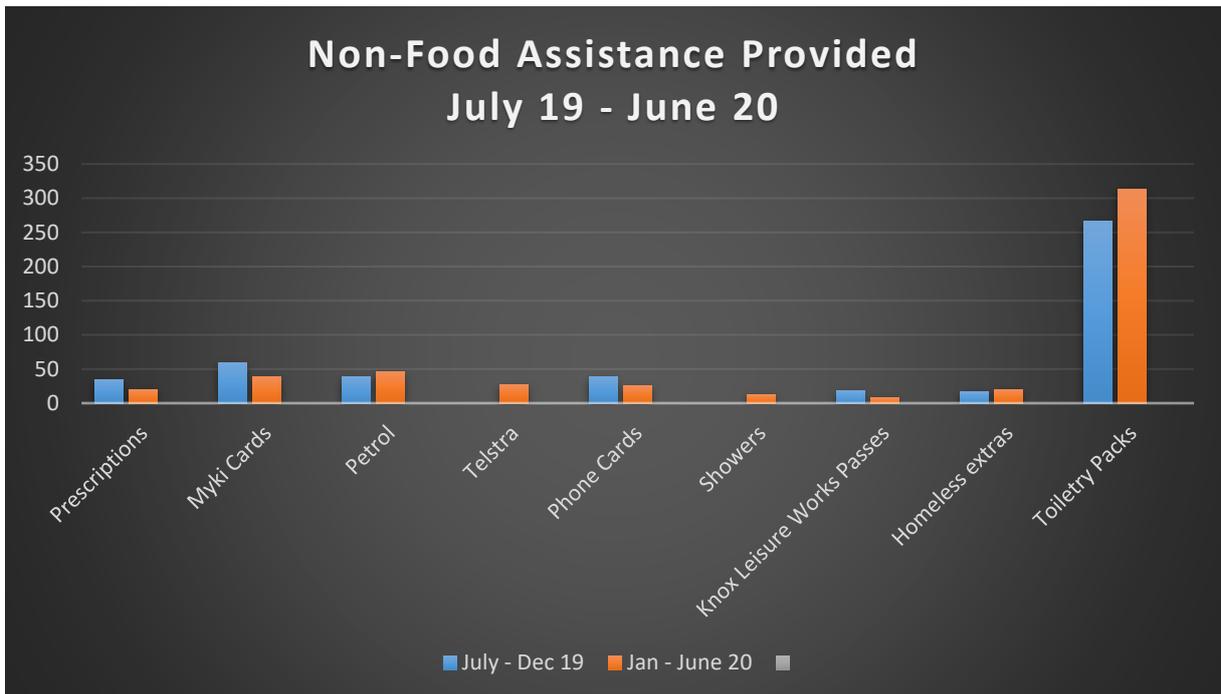
We saw an increase in clients who live in unstable accommodation or sleeping rough along with those clients that have mortgages to pay and home owners.



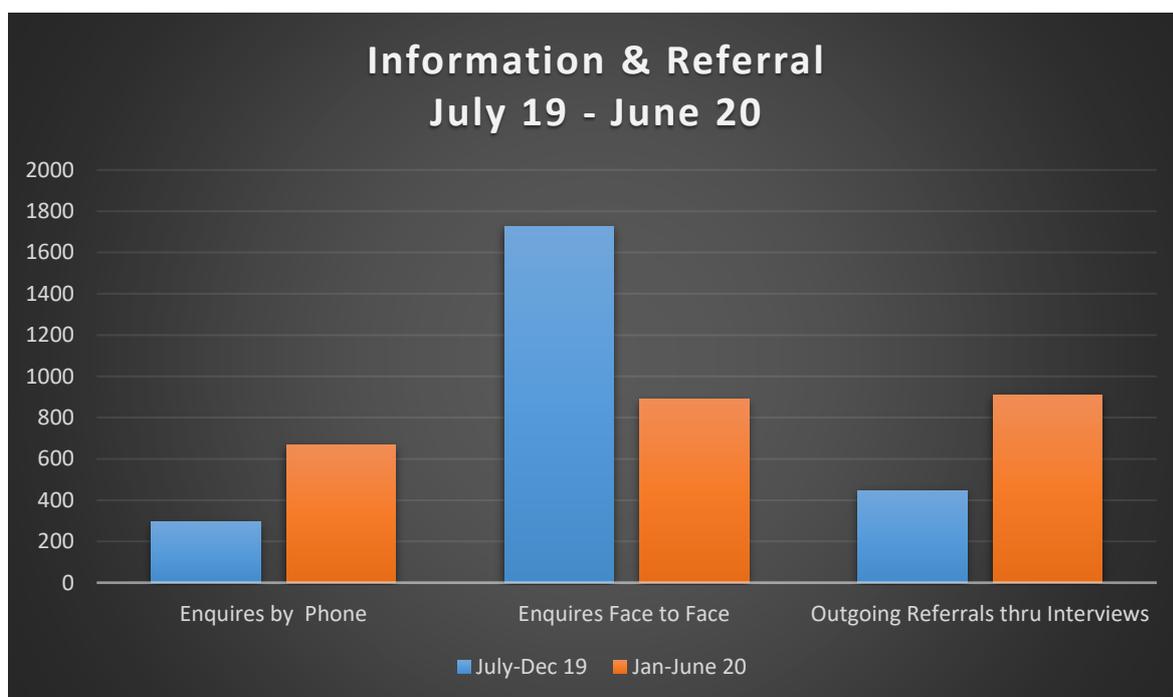
Tailored homeless food parcels and frequency of assistance were changed in recognition of homeless client’s inability to store and carry large parcels. And meat trays replaced meat vouchers to decrease the number of people out in the community.



Decreases in fruit and vegetables pick up as clients stayed home during lockdown. The pre-packed fruit and vegetable bags are generous with a mix of fruit and vegetables requiring less frequent visits. Snack packs were introduced as many families were now working and schooling at home, and we all like to snack more during the day.



As you can see we had a large increase in the number of toiletries packs that we provided to clients, due to limited access to toilet paper in the supermarkets.



Information became the important focus as clients tried to make sense of what was going on in the quickly changing environment. As seen in the graph above we had a large increase in the number of clients phoning for information versus those coming in to the office. The amount of information and referrals given has more than doubled in the past six months. Information given by phone has also increased as people adhere to stay at home requests.

A Safe Place !– Case Study

Sahan and Hansi arrived in Australia as asylum seekers from an eastern country fleeing political persecution. Both have tertiary qualifications in industry and were supporting two adult children through tertiary education. Being asylum seekers they were not entitled to government financial support other than a health care card. Their qualifications were not recognised and therefore unable to gain employment in their fields.

Sahan made the choice that he would support his children in their education rather than use their very limited funds for him and his wife to be recognised in their respective fields.

Sahan and Hansi were linked in with the Red Cross, various migrant assistance groups, the Asylum Seeker Resource Centre and provided with emergency relief in the form of food and material assistance and supported by our partner organisation, Uniting Harrison with housing support. We were able to help them find a level of stability so that both of them were able to find part time work.

However, due to COVID 19 restrictions, both were unable to continue working for a period of time. This has meant they have struggled again with paying their bills, rent and food and have returned to us for assistance. We are pleased to be able to continue supporting them until they can again get back on their feet and start making a new life for themselves.

Knox Gives – Knox Community Welfare Fund

And so ends a year full of opportunities, challenges and unexpected events. For Knox Gives, this meant adapting as best we could in the changing environment of COVID-19.

The second half of 2019 was filled with optimism as we explored opportunities with Knox Council and made connections with the Waterman Business Centre in Scoresby. We developed promotional materials, and a brand new website as we prepared to introduce Knox Gives to potential business donors.

We continued to work closely with the Knox Bayswater Op Shop, our major supporter. All proceeds from this amazing volunteer organisation go to supporting the Fund and in turn worthwhile community programs.

In 2019 we were also fortunate to secure the financial support of our first corporate partner, SGS Logistics. SGS Director, Luke Sadler, has taken a keen interest in the fund and is consistently looking at new ways to support us.

Knox Carols by Candlelight

The Knox Carols by Candlelight was held on Saturday 7th December. Knox Gives was chosen to be the Carol's Charity Partner on the night. It was the first time that Knox Council had actively promoted a charity as part of their event!



It was a fantastic opportunity to promote Knox Gives to the community. Knox Gives had a 'stand' set up near the children's craft tent. Knox Council did a great job of promoting the fund through the night, with rotating brand awareness on the big screens in the lead up to the main event, presentations from the Mayor and MC, and a presentation of the Knox Gives promotional video which was developed for us by Knox Council.

We hope to further solidify our place within the event moving forward, in whatever format for 2020 and beyond.

Through February and early March 2020, we were able to make progress with various stakeholders and potential partners and scheduled two corporate events in early May, including a business launch of Knox Gives. Given the current circumstances, these events were postponed; however when activities resume to some normality, we will be in a strong position to continue our plans.

Whilst the first half of 2020 has thrown challenges our way, the Knox Community is resilient and I look forward to re-igniting the momentum and to a positive future for the Knox Community Welfare Fund.

Thank you to Knox Infolink and everyone who has supported the Fund over the past 12 months.

Sheradon Carroll – Project Coordinator

Connecting Kids to the Knox Community

Between July 2019 and February 2020, the Connecting Kids to the Knox Community program ran smoothly, thanks to another CDF Grant from Knox Council. During this time, we received lots of new referrals to the program, made several successful matches and established a couple of new partnerships. The success of and demand for the program continued to increase and we had grand plans at the beginning of 2020, to further develop the program by employing a new Project Worker and exploring the possibility of packaging the program up and selling it to other LGA's.



During this period, we maintained 15 partnerships that we had established the previous financial year and managed to secure another 2 new partnerships with Southern Cross Kids Camp and the Knox Toy Library. Our partner organisations continued to provide either free or heavily subsidised opportunities to children/young people from the Knox community and we would like to acknowledge and thank the following clubs/organisations for their generosity and support:

- Aspect Motion School of Dance
- Omega Trampoline
- Knox Basketball Association
- Scoresby Football Club
- Eastern School of Music
- Tappy Feet
- Belgravia Leisureworks
- Pro Tennis Academy
- Bayswater Junior Football Club
- Knox City Soccer Club
- Boronia Scouts
- Boronia Junior Football Club
- Firestorm Martial Arts



- NAB Auskick
- LEEP Tennis Academy
- Southern Cross Kids Camp
- Knox Toy Library

Between July 2019 and February 2020, 18 new referrals were made to the program. 14 of these referrals were successfully matched with their chosen activity – trampolining, swimming lessons, basketball, tennis, football, scouts, dance classes and a Summer camp. A large percentage of the referrals were received directly through Knox Infolink (current service users) whilst a small number came from local schools and other agencies. 6 of these referrals were re-referred to the program after completing a term of activities.



Campbell was referred to the program in mid 2019. He commenced trampoline classes with Omega Trampoline (subsidised by Knox Infolink) and after 8 lessons he competed in their Annual competition winning a Gold Medal in August 2019.

Of the 18 referrals made to the program between July 2019 and February 2020, 55% of the referrals were for females and 45% for males (a change from the previous year). The youngest child referred to the program was 6 years old, the oldest was 14.

Then everything changed.....

In March this year the program came to a grinding halt, due to the outbreak of COVID-19. Our partner organisations and local sporting clubs were forced to close their doors and suspend their activities. As a result, the Connecting Kids to the Knox Community project was also suspended/put on hold and unfortunately this has been the case for the past 4 months. It has been a very difficult time of uncertainty for everyone. There is no doubt the forced closure of our partner clubs/organisations has had a huge impact on these businesses/organisations and the broader community and many may not be in the financial position to support the Connecting Kids to the Knox Community program, post COVID-19.

At the time of writing, our partner organisations remain closed and the future of the Connecting Kids to the Knox Community program is also up in the air. However, I remain optimistic and believe post COVID-19 the demand for the program will be greater than ever, and I am hoping we can support our partners and our community to assist with the rebuilding process!

Funding limitations continue to be an ongoing issue and during the “lockdown” period, I have explored a number of options, which I am hoping will come to fruition and assist us to bounce back and meet the demand for the program, post COVID-19.

Finally, thank you to the Staff, Volunteers and Committee at Knox Infolink. I have missed you all during the past 4 months! To be surrounded by Staff and Volunteers that genuinely care for each other and their community has been incredibly inspiring and motivating. Thank you all for the wonderful work you do 😊

Nikki Maddern – Project Coordinator



Uniting – A Partnership of Support

As we enter our 3rd year hosting a Uniting housing worker in our office, we reflect on what a valuable partnership this has been, both for our respective clients, but equally for our organisations. We have been able to provide a complete wrap around service for those seeking emergency relief who we identify as homeless or experiencing tenancy issues. When we do the intake and assessment, we are able to provide the client with a very smooth and effective referral pathway for housing support established between the two agencies, and vice versa, with referrals from Uniting of their housing clients who need emergency relief.

Not only have we provided a better support network for our clients, but we have each learnt considerably more about each other’s services and have an interest in sharing trends and issues. This relationship set the foundation for a partnership with Foothills Community Care, Dandenong Ranges Emergency Relief, Uniting and ourselves, to develop the ‘Winter Sleepover’ pilot that ran in August of 2019.

When COVID hit in March 2020, we were well informed in relation to the housing supports that the government were providing through the homelessness network, enabling us to ensure appropriate referrals that have resulted in a considerable number of our clients who were sleeping rough, to be housed in temporary motel accommodation.

This close partnership helped us identify a serious service gap for those that were homeless, not having access to showers during COVID when all council buildings were closed. We were able to provide strong evidence to Council, supported by Uniting, that a Shower Program was a priority for our homeless community. The success of our Shower Program was a result of strong partners working together.

We look forward to working on many other projects with Uniting in the future.

The Uniting Housing team sharing Christmas 2019 with us. We have developed a strong sense of team with these lovely people – so glad they could join us for some Christmas fun.



Community Information

During the first half of the 2019–2020 financial year the information was maintained by the Information Team as it has always been. From March 2020 the work done by myself and the team underwent a change as numbers allowed in our work space was limited due to COVID-19.



Infocom Database and Bookmarks

With restrictions in place, Brian and Julia were unable to spend time in the office after February. Brian worked from home on the database. We have not been able to request pamphlets from some agencies as many are not working to capacity, and the mail has been unreliable. Julia was still able to make up personal packs and do any folding of pamphlets that was required. Thank you both for your commitment to Knox Infolink.

Webpage

My role with information has turned more and more to the webpage management and facebook. With the many rapid changes to our services, and restrictions with health requirements when attending our office, due to COVID-19, it has meant updating information regularly to our webpage. Also all pamphlets/documents available on our webpage must be updated as changes are received to ensure the website is as up to date as possible.

Facebook

Working on our Facebook page takes up some considerable time. I endeavour to post 2 – 3 posts each week. Responses to posts vary depending on the time of posting. So content and timing is looked at closely to try and establish what audiences react to the most. We encourage all volunteers to share as much as possible with family and friends. As can be seen below the numbers have certainly grown since last July 2019.

Facebook Posts

MONTH 2019	REACHED	MONTH 2020	REACHED
July	760	January	350
August	805	February	1720
September	560	March	1610
October	852	April	6870
November	715	May	2525
December	1015	June	1532

Knox Community Resource Guide

The Guide continued to be updated as new information was received.

Noticeboards

Any new information received from agencies, informing us of new programs they are running was displayed for clients and volunteers. Many agencies have not been able to run onsite programs but have offered programs online which we have promoted broadly. This has been a huge challenge for everyone, learning new ways through technology to connect.

Emergency Relief Support Service Pamphlet

The pamphlet requires regular updating, and more so since COVID-19. The agencies on this pamphlet have had to revisit the way in which their food delivery and meals are done. These changes happened quickly and often, so updating and getting updated pamphlets back to all is vital for them and all our clients accessing their services.

Pinchapoo

Pinchapoo has continued to donate to us up until March. They have not been able to receive donations to give to agencies due to COVID-19 since then. Like everyone they hope this will change soon.

Share the Dignity

Fortunately Share the Dignity donated many sanitary items to us before the beginning of COVID-19 and will be in touch as soon as possible.

Domino's Pizza Knox

Domino's have been very generous in donating some 100 pizza vouchers. These are gratefully received by our clients.



Glenn Crombie – Information Coordinator

SHARING WITH A CLIENT

David's only request from us was for some band aids. He suffers from acute Rheumatoid Arthritis in his hands causing them to crack and bleed. We assisted him with some band aids and offered that if he needed a prescription filled for any special cream for his hands to come back and see us.

As he didn't want food, I asked if he had any pets that we could give him some food for. He told me he lived alone and his cat Ollie was of great comfort to him. As I have a cat we were able to share our love for our animals. Ollie was 8 and he had had him since he was a kitten. 'Ollie' he said with a smile, was better fed than himself!

By sharing a part of our own lives with clients, we show them respect as a person and not just as a client. We are privileged to have the opportunity of connecting to our clients in this way.

Story shared by Glenn Crombie

Knox Community Christmas Support Report

‘Sharing the Joy’

2019 has again seen the completion of another successful Knox “Sharing the Joy” Christmas Project. The Knox Community Christmas Support Project (KCCS) aims to reach families and individuals in the Knox city area who are in financial hardship with the provision of festive food and a selection of quality gifts for children.

The KCCS has assisted people within Knox experiencing financial difficulty since 2010. The KCCS partnership of 11 organisations working together is led by Knox Infolink in Boronia. Since its beginning, the KCCS has assisted 4355 households.

Volunteers work tirelessly and give of their time to make a difference to Christmas for many individuals and families within the City of Knox.

The KCCS acknowledges the valuable support of Knox City Council through their partnership on the Knox Community Welfare Fund - Knox Gives, along with the many other businesses and individuals who donate allowing the “Sharing the Joy” project to continue supporting those in need during Christmas. Through the increased awareness of the Knox “Sharing the Joy” Project, we are seeing a whole community response from Knox residents lending support to those in hardship throughout the City of Knox.

The coordination of this project is supported behind the scenes by a team of people doing a range of vital tasks that support the success and smooth operation of the Project. This year we were joined by Diploma of Community Services student, Natasha Spiteri on a 200 hour placement. Her enthusiasm and energy was infectious and I thank her for her willingness to do anything that I threw at her. In addition, Lynette Bambery, provided me with her valuable support doing the administration, keeping the database up to date, ensuring the manuals and paperwork were updated, thank you Lynette for your attention to detail.

My focus has always been on fundraising and getting businesses on board ensuring the ongoing success of the project, but considerable time is also spent on sourcing food at the best possible price to ensure we get value for money and can fill the hampers with as many goodies as possible. Due to the fantastic cash donations this year we were able to include meat vouchers. A huge thank you to Anne Bowkett, Emergency Relief Coordinator for her invaluable support of KCCS which includes assistance with the purchasing of food through Foodbank, sharing her strong relationship with the Australian Butcher Store and more.

The ‘Hub’ is critical to the operation of the project, receiving 1,000’s of items of donated and purchased food and gifts in a 2 week period to be sorted, packed and distributed by a team of 80+ volunteers. The professional and efficient coordination of the ‘Hub’ is done by Michael Lehmann, a huge task that I am very grateful to Michael for his great leadership and organisational skills. Thank you Michael.

2019 OUTCOMES AT A GLANCE

Total No Households Assisted
314



Total No Individuals Assisted
900



Total No of Children receiving gifts
330



Total no of Children's Gifts given
1000+

Total of cash donations For 2019
\$18,000.00



Christmas Food Hampers Boxes Provided
Small: **154**
Medium: **264**
Ex-large Family: **78**
Including **20** Special Dietary Hampers
Total Hamper Boxes: 496

Meat Vouchers
\$4,500.00

Donated Gift Vouchers for teenage Children
\$2,500.00

Total number of Business Organisations who Donated
100+



The 'Hub' in full swing.

Growing Local Support

The KCCS program can only keep running with local support. Whether it be through volunteering, being a part of fundraising, donating toys, food, monetary donations, transport and the little things that people do to support the KCCS.

Trivia Night

The 2019 trivia night set new records with 120 people turning out and a stunning \$6,000.00 profit was raised on the night. Thanks to all involved.



Bowling Night

We ran our bowling night fundraiser once again this year at Boronia Zone Bowling and it was a lot of fun. It raised money to support the KCCS.



Growing Corporate Volunteer Support

Our corporate partners that provide their staff to volunteer at the 'Hub' has been fantastic. The growing number of from Cummins, Solar Emmerson, GSK volunteer base from made the 'Hub' a well 'Hub' coordinator toy coordinator Katrina



people volunteering Turbines, Mentholatum, alongside our regular Volunteers for Knox has oiled machine led by our Michael Lehmann and Young.

Transport

Again the Rowville Men’s Shed has been a terrific supporter of the KCCS. Picking up food, toys, boxes, tables nothing was too hard. A big thanks to Barry, Michael and the Men’s Shed Team.

To complement the Men’s Shed we had the use of the Storage King truck when picking up big food orders and delivering all the hampers and toys. Storage King also help us with storage need.



Thanks to Haley & Tina from Storage King for their ongoing support.

The Future:

My return to the project in June 2020, to start planning for Christmas 2020, was a very different start to the project than anticipated with COVID 19 changing our fundraising and operational plans. But I am optimistic that for Christmas 2020 we will be able to adjust to the new environment and work towards assisting even more people who will be in even greater need due to the huge impacts of the pandemic.

Client Feed Back

Any comments? *Feels good that someone cares*

Any comments? *Staff are friendly and welcoming. It's difficult to accept help sometimes and they made it an easy process with little fuss and non-judgemental*

Thank you for your feedback

Thank You to all involved you

Tat.

Any comments? *Making my christmas possible and a little brighter with 5 kids and becoming a widow*

Thank you for your feedback

Any comments? *Without these people in this place, we wouldn't be having "Christmas". It would just be another day like any other, which is fine (unless you have children!)*

Thank-you for making our holiday season SPECIAL

Thank you for your feedback

Wayne Guest - KCCS Project Coordinator

No Interest Loan Scheme

We are now in our 13th year of partnership with Good Shepherd Microfinance (GSMF) to deliver the no interest loan program to members of the local community.

There have been major changes to the program over the last 2 years and we are now a client support service, interviewing clients who wish to lodge a NILS application.

As this process is completed through the My Nils app, it requires a volume of paperwork which clients often have trouble accessing in this digital world we now live in. It can delay the process of the loan approval causing frustration and anxiety. While we had around 120 enquiries regarding NILS loans; a very small number responded by making an application. We distributed 55 NILS information packs for potential clients.

Good Shepherd are now looking at ways to reduce the red tape to ensure clients can receive loans more quickly and expedite the process. Presently, a loan interview can take up to 90 minutes.

GSMF are continually updating the loan procedure to streamline the App to make it more user friendly.

We are also grateful for the partnership with The Good Guys Commercial division, as they offer commercial pricing and free delivery for most whitegoods, and we are slowly mastering the navigation of that website. I am so thankful to Lennard at the Good Guys for his help in procuring the items for most of the 9 loans approved this year.

Loans were for computers, washing machine and dryer, white goods, TVs, and an instrument, the balance being for car related items such as repairs.

I am very grateful to our Loan Providers – Sue at Cockatoo and Hills NILS for her guidance and support – and again, their patience.

My sincere thanks and appreciation go to Carol Davis for coordinating this program, Robyn Brown for her assistance with the program this year in interviewing clients and completing loan assessments. And our newest Volunteer Shri Chitale who has completed the training to become an interviewer.

As a result of COVID 19, social distancing and limited volunteers, we have had to suspend the NILS program as of March 2020. We are currently referring clients on to Cockatoo Hills NILS for assistance with telephone NILS appointments.

Anne Bowkett – ER Coordinator



KEVIN F. JONES PLA
CHARTERED ACCOUNTANT
A.E.N. 03 658 169 438

164 WANDA STREET, MURGRAVE, VIC 3170
P.O. Box 147, Sandown Village, Vic 3171
Mobile: 0419 305 808
EMAIL: kevin@kcoinjones.com.au

To the members of Knox Infolink Inc.:

Audit Report – Unmodified Opinion

7 October 2020

Report on the Financial Report

I have audited the accompanying financial report, showing a Net Profit of \$9,777 and Net Assets of \$89,454 being a special purpose financial report of Knox Infolink Inc. (the association), which comprises of the Balance Sheet as at 30 June 2020, the Income and Expenditure Statement, and Statement of Cash Flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Committee's Report.

Committee's Responsibility for the Financial Report

The Committee of the association are responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the *Associations Incorporation Reform Act 2012*. The Committee's responsibility also includes such internal control as the Committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee, as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting my audit, I have complied with the independence requirements of the Australian professional ethical pronouncements.

.../2

Liability limited by a Scheme approved under Professional Standards Legislation

- 2 -

Audit's Opinion

In my opinion the financial report of the association has been prepared in accordance with the *Association Incorporation Reform Act 2012* including:

- (a) giving a true and fair view of the entity's financial position as at 30 June 2020 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards as referred to in Note 1 to the financial statements.

Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Knox Infolink Inc. to meet the requirements of the *Associations Incorporation Reform Act 2012*. As a result the report may not be suitable for another purpose.



Kevin F Jones, FCA

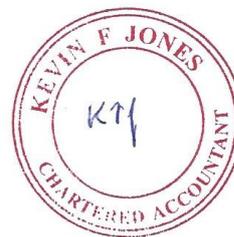
7 October 2020

164 Wanda Street, Mulgrave, Vic, 3170

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Knox Infolink Inc
Profit and Loss Statement
For the year ended 30 June 2020

	2020	2019
<u>INCOME</u>	\$	\$
Bank Interest	270	1,852
Donation Xmas Program	17,419	16,125
Donations	12,473	9,364
Grants OP Funding	156,676	155,125
Covid-19	30,683	-
Emergency Relief	43,195	43,002
KCC Grant	-	20,000
KCCS Xmas Program	35,090	35,090
Lord Mayer's Fund	40,000	-
CDF Grants - Kid Sports Register	19,921	12,793
CDF Tech Up	-	5,454
DSS Voluntary Grant	-	5,000
SACSS Supplementary & Wage Subsidy	10,507	-
Uniting Harrison	10,150	7,550
Misc Income & Grants	6,787	7,176
Fundraising	546	848
Membership Due	69	7
Provision for Unexpended Grant (2)	34,520	12,901
	<u>418,306</u>	<u>332,287</u>
<u>EXPENDITURE AS ATTACHED</u>	408,529	326,087
<u>NET PROFIT (Loss)</u>	<u>9,777</u>	<u>6,200</u>



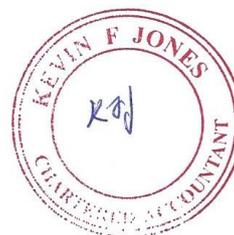
Knox Infolink Inc
Profit & Loss Statement
For the year ended 30 June 2020

EXPENDITURE	2020	2019
	\$	\$
Auditor	1,800	1,650
AGM Expenses	450	241
CDF Grant Expenses	2,028	7,070
Cleaning Costs	3,777	3,750
Computer Expenses	2,931	3,058
Community Aid	33,854	34,321
Covid-19	6,490	-
Dues & Subscriptions	2,028	2,031
Employment Expenses (3)	241,674	203,557
Insurance	414	406
Lease Expense (4)	168	164
Lord Mayor's Grant	2,627	
Photocopier Costs (5)	3,335	3,236
Prov. For Unexpended Funds (6)	69,153	34,520
Repairs & Replacements	6,722	-
Stationary Printing & Postage	1,225	913
Sundry	486	545
Telephone	2,119	1,670
Utilities	7,369	8,195
Xmas KCCS Program - Food Gift & Sundries	17,859	17,920
DSS Voluntary Grant	2,021	1,735
Welfare Grant	-	1,105
	<u>408,530</u>	<u>326,087</u>



Knox Infolink Inc
Balance Sheet
As at 30 June 2020

	2020	2019
<u>CURRENT ASSETS</u>	\$	\$
Bank Account	190,269	119,187
Investment Accounts	27,451	27,181
Welfare Fund	100,938	154,090
Petty Cash	61	178
Receivables	1,015	8,518
	<u>319,734</u>	<u>309,154</u>
<u>CURRENT LIABILITIES</u>		
Trade Creditors	885	1,043
GST	- 469	658
Payroll Liabilities	17,470	8,900
Prov. for Employee Entitlements	32,303	30,266
Prov. for Unexpended Funds	69,153	34,520
Welfare Fund	100,938	154,090
Refundable CDF Grant	10,000	-
	<u>230,280</u>	<u>229,477</u>
<u>NET ASSETS</u>	<u>89,454</u>	<u>79,677</u>
Represented by:		
<u>EQUITY</u>		
Balance 1.7.2019	79,677	73,477
Net Profit (Loss)	9,777	6,200
	<u>89,454</u>	<u>79,677</u>



KNOX INFOLINK INC
CASH FLOW STATEMENT
FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
Members Dues	69	7
Bank Interest	270	1,852
Donations	29,892	25,489
Grants Received	377,379	296,541
Fund Raising	546	848
Uniting Harrison	10,150	7,550
	<u>418,306</u>	<u>332,287</u>
Expenditure for the year	<u>408,529</u>	<u>326,087</u>
NET Cash from Operating Activities	9,777	6,200
Current Assets & Current Liabilities & Adjustments (7)	<u>8,423</u>	<u>158,407</u>
NET Decrease in Cash & Cash Equivalents	18,200	164,607
Cash & Cash Equivalents at beginning	<u>300,458</u>	<u>135,851</u>
Cash & Cash Equivalents at 30 June 2020	<u><u>318,658</u></u>	<u><u>300,458</u></u>



Knox Infolink Inc
Knox Community Welfare Fund
Profit and Loss Statement
For the year ended 30 June 2020

BALANCE 1 July, 2019 \$ 154,090

INCOME

Donations	Op Shop	\$ 18,000	
	Corporate Business	5,000	
	Individuals	394	
Bank Interest		1,881	
Miscellaneous Fund Raising		734	26,009
			\$ 180,099

deduct

EXPENDITURE

Knox Vincentians Scholarship		30,000	
St Pauls Boronia		7,000	
Foothills Community Care		6,000	
KCCS		35,090	
St Stephens Church		1,071	79,161
BALANCE as at 30 June, 2020			\$ 100,938



KNOX INFOLINK INC.
ABN: 29 871 638 790

Notes To and Forming Part of the Financial Statements

Note 1 – Statement of Accounting Policies

Under the applicable accounting standards these financial statements are classified as “Special Purpose Financial Statements”, as they are prepared primarily for management purposes.

A Reporting Entity must prepare its financial statements in accordance with all accounting standards, however it is considered that this entity is not a Reporting Entity.

It is considered that the application of certain accounting standards will not increase the usefulness of these financial statements to their users.

The financial statements have been prepared using the historical cost convention and a going concern assumption. They do not take into account changing money values or, except where stated, current valuations of non-current assets. Except where noted, the accounting policies have been consistently applied.

Note 2 - Profit & Loss Income Statement – Provision for Unexpended Grant \$34520

This money carried forward in 2019 is a combination of money in 2020 and those still to be spent in 2021 due to Covid-19.

Note 3 - Profit & Loss Income Statement – Employment Expenses \$241,674

The money includes Salaries for staff and Project Workers and additional Covid-19 funded hours.

Note 4 – Lease Expenses \$168

Knox Infolink has a nominal rental agreement with Knox City Council for use of premises at 136 Boronia Road, Boronia for \$185 incl GST per year. The lease agreement runs from 1/12/2017 to 30/11/2022.

Note 5 – Photocopy Costs \$3,335

As a note we advise our Photo Copier Lease Agreement has 22 months to run. The cost is \$152.70 per month or \$3,359.40 for the 22 months.



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- 2 -

Note 6 – Profit & Loss Expenditure – Provision for Unexpended Funds \$69,153

This amount represents Grant money received in 2019 and 2020 to be expended in 2021 and 2022 due to Covid-19.

Note 7 – Cash Flow Statement – Current Assets & Current Liabilities & Adjustments

<u>Decrease in Current Assets</u>	<u>2020</u>	<u>2019</u>
Petty Cash	\$ 117	\$ 40
Receivables	7,503	(8,518)
Gift Cards	-	-
	<u>\$ 7,620</u>	<u>\$ (8,478)</u>
 <u>Increase in Liabilities</u>		
Trade Creditors	\$ 753	\$ 85
GST	(1,127)	1,055
Payroll Liabilities	7,659	(683)
Provisions	36,670	12,338
Welfare Fund	(53,152)	154,090
CDF Grant	10,000	0
	<u>\$ 803</u>	<u>\$166,885</u>
 <u>Total</u>	 <u>\$ 8,423</u>	 <u>\$158,407</u>



Knox Infolink – 2019/2020

'The Year that Was'



Watch our video to see the 'Share the Joy' project in action.
www.brittanychard.com/joy

